# Configuring outbound email notification from T/Mon to user's email/cellphone

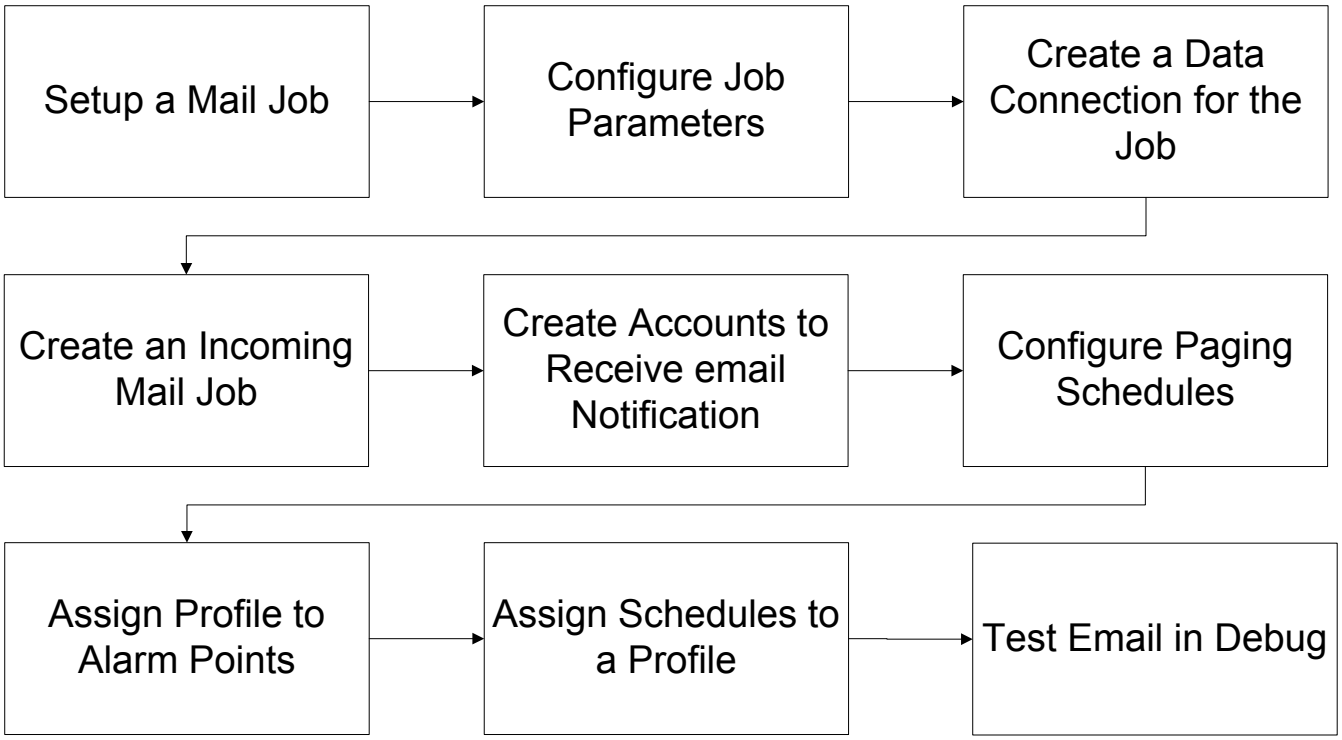
This TKP will show you how to configure T/Mon to send outbound notifications to email accounts or smartphones with email access, making the network visible even when nobody's around

## This techno knowledge paper can help you if:

- You are unable to setup alarm notifications to e-mail from T/Mon.
- You are unable to acknowledge alarms by e-mail.

**Quick Reference Chart**

(For details, review the troubleshooting checklist, starting on the next page)


Setup a Mail Job
Configure Job Parameters
Create a Data Connection for the Job
Create an Incoming Mail Job
Create Accounts to Receive email Notification
Configure Paging Schedules
Assign Profile to Alarm Points
Assign Schedules to a Profile
Test Email in Debug

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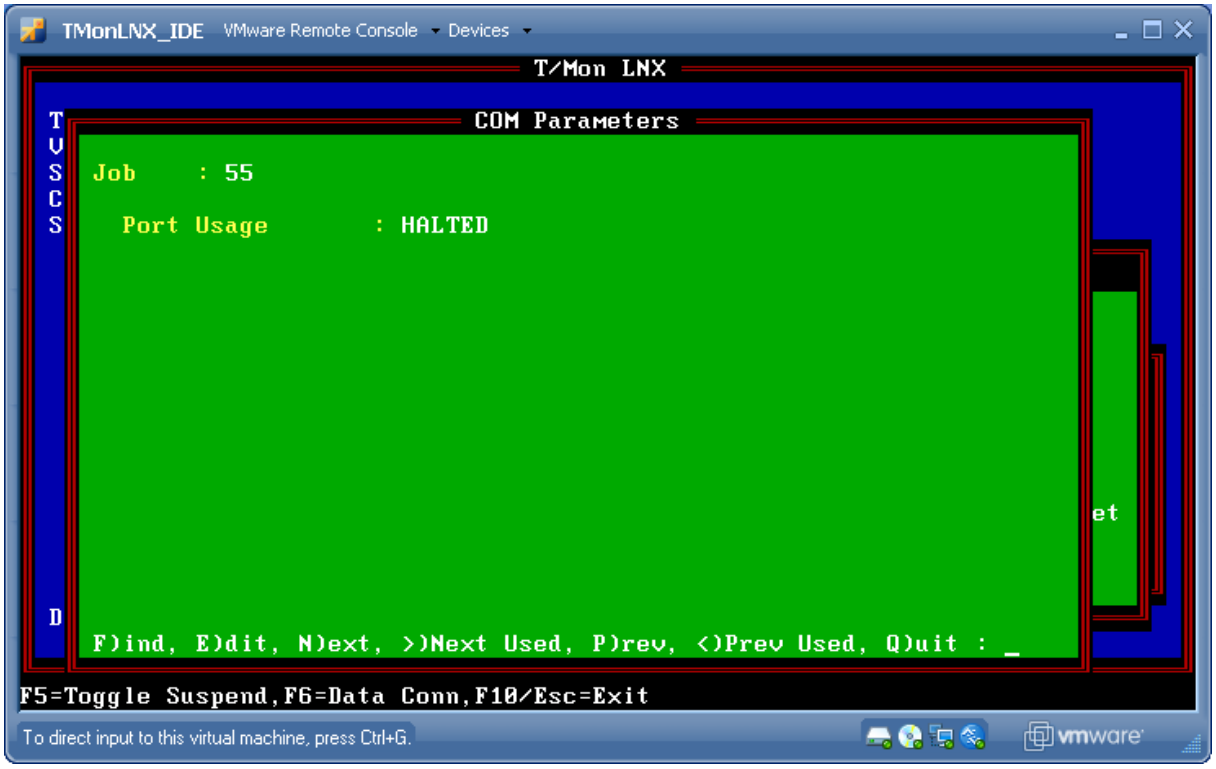
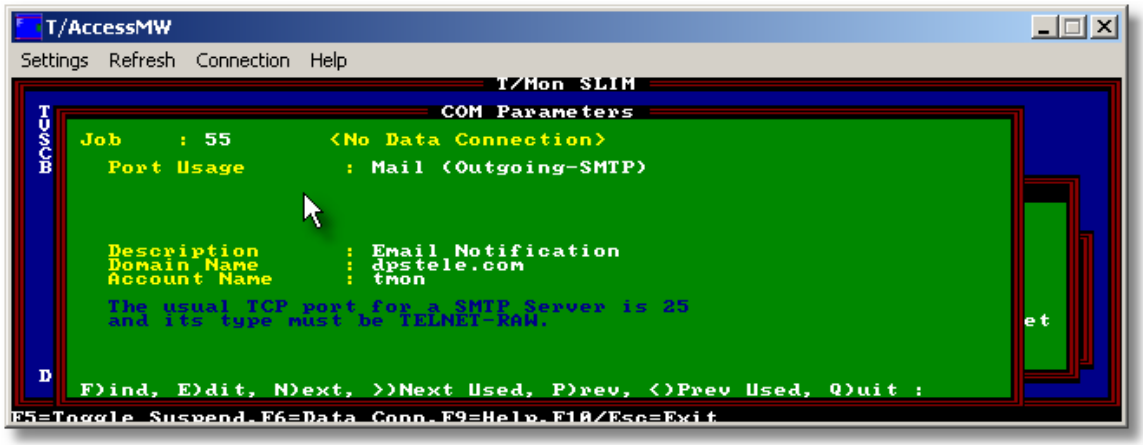
# Troubleshooting Checklist

1. Start by **Setting up a Mail Job**
   a. From the **Master Menu**, select **Parameters**>**Remote Ports**
   b. **Select** any **Halted Job** above 49.

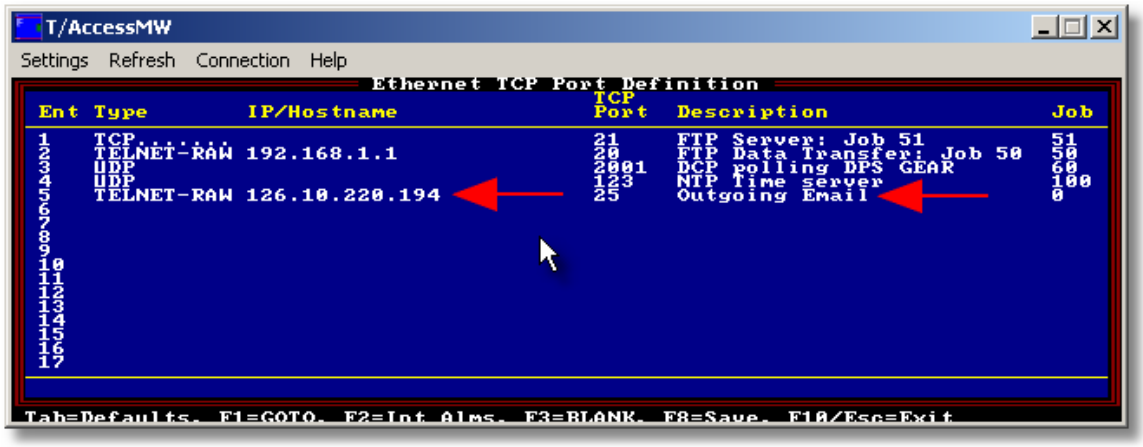
**Note**: Using the < and > keys will take you to the nearest used port and the **F** key will allow you to enter the specific port number you want to view.



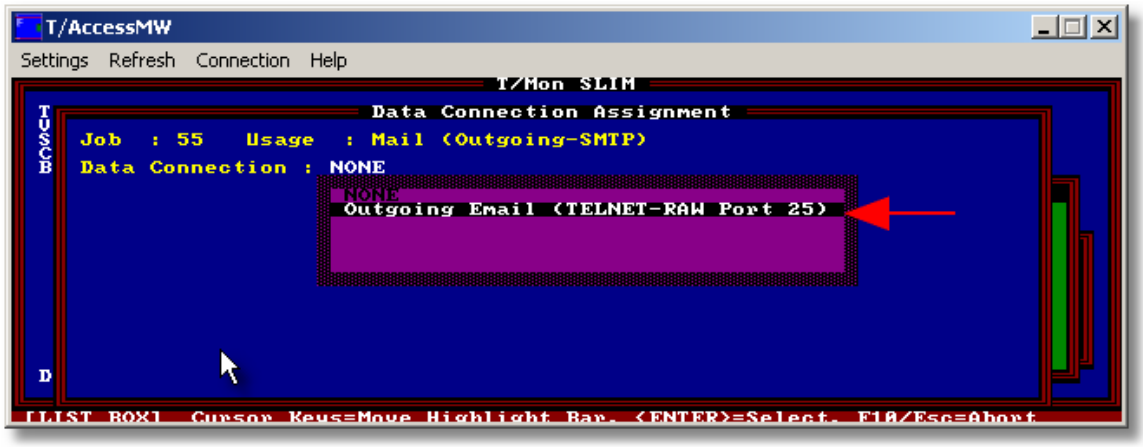

2. Once you've selected a Job, you must **Configure Job Parameters**
   a. Select **E** to edit the job
   b. Use Tab to select the **Job Type** selection box, and select **Mail (Outgoing-SMTP)**
   c. **Enter a description for the Port** (This is not a parameter but information purely for the benefit of the user. It's best to put something in this field that will be meaningful to anyone who might come in contact with this job.)
   d. **Enter the domain name** – everything that appears after the @ on the outgoing email address. For example: @dpstele.com.
   e. **Enter the account name** – the name on the email account, the information that comes before the @ in the email address. Email notifications will be sent from this account.


T/AccessMW
Settings Refresh Connection Help
T/Mon SLIM
COM Parameters
Job : 55 <No Data Connection>
Port Usage : Mail (Outgoing-SMTP)
Description : Email Notification
Domain Name : dpstele.com
Account Name : tmon
The usual TCP port for a SMTP Server is 25
and its type must be TELNET-RAW.
F)ind, E)dit, N)ext, >)Next Used, P)rev, <)Prev Used, Q)uit :
F5=Toggle Suspend,F6=Data Conn,F9=Help,F10/Esc=Exit

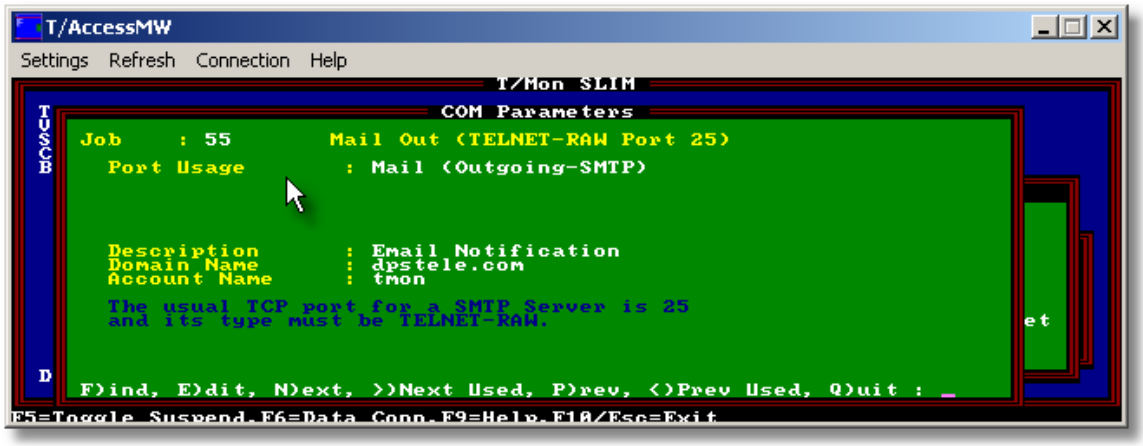
3. Now you must **Create a Data Connection for the Job**. A data connection is required for all LAN-based jobs.
    a. Press **F6** to create a connection.
    b. Press **F1** to select TCP Ports
    c. Establish your data connection on the first unused line.
    d. Use Tab to scroll through connection types and select **TELNET-RAW**.
    e. Enter the IP Address of the email server. (If you are unsure of the IP address of your mail server, contact your IT department.)
    f. Select a TCP port number – typically port 25 for outgoing mail.
    g. Enter a description for the connection and press **Enter**.
    h. Press **F8** to save data connection. Your screen should then look similar to the example below.


T/AccessMW
Settings Refresh Connection Help
Ethernet TCP Port Definition
Ent Type IP/Hostname TCP Port Description Job
1 TCP..... 21 FTP Server: Job 51 51
2 TELNET-RAW 192.168.1.1 20 FTP Data Transfer: Job 50 50
3 UDP 2001 DCP polling DPS GEAR 60
4 UDP 123 NTP Time server 100
5 TELNET-RAW 126.10.220.194 25 Outgoing Email 0
Tab=Defaults, F1=GOTO, F2=Int Alms, F3=BLANK, F8=Save, F10/Esc=Exit

    i. Now you must assign the data connection to the job by **pressing F8** and using TAB and the up and down arrows to select the **TELNET-RAW** port you created in the steps above.




Your screen should then look similar to this:

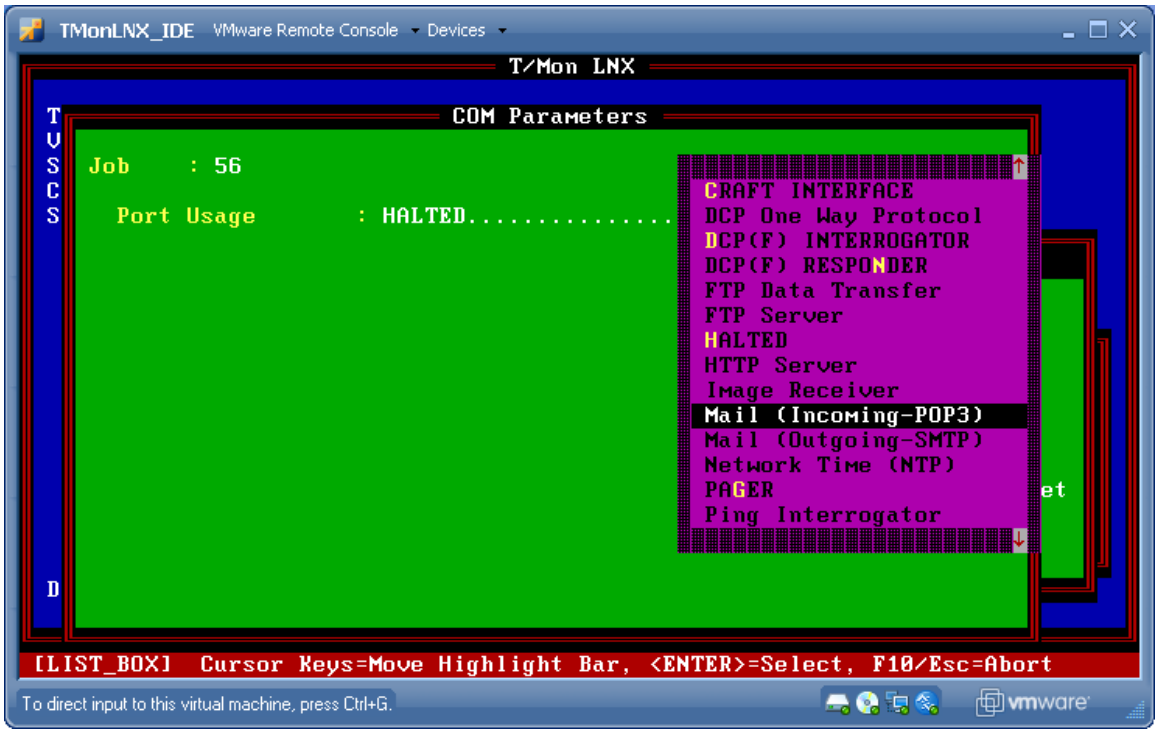

T/AccessMW
Settings Refresh Connection Help
T/Mon SLIM
COM Parameters
Job : 55 Mail Out (TELNET-RAW Port 25)
Port Usage : Mail (Outgoing-SMTP)
Description : Email Notification
Domain Name : dpstele.com
Account Name : tmon
The usual TCP port for a SMTP Server is 25
and its type must be TELNET-RAW.
F)ind, E)dit, N)ext, >)Next Used, P)rev, <)Prev Used, Q)uit :
F5=Toggle Suspend F6=Data Conn F9=Help F10/Esc=Exit

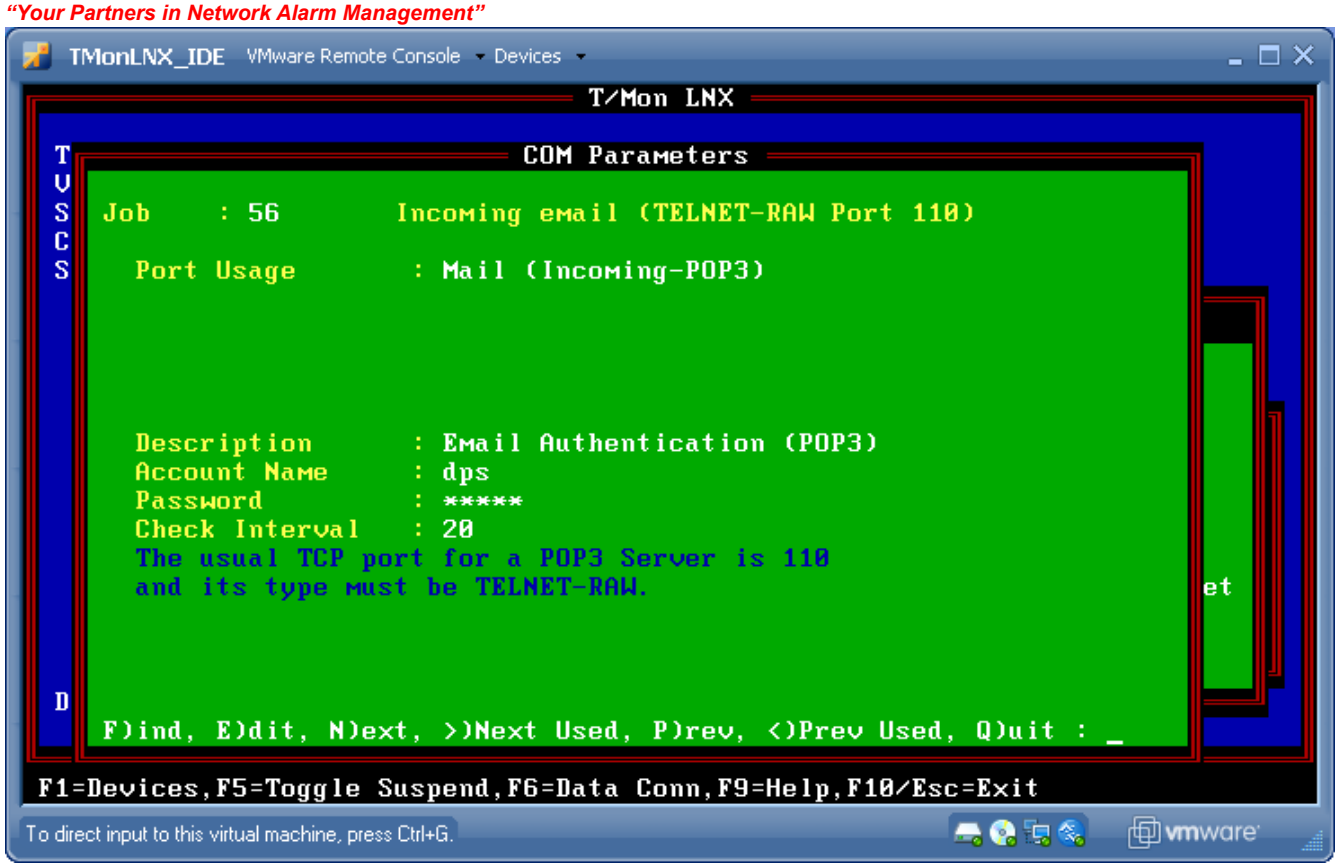
4. Now we must **Create an Incoming Mail Job**, allowing TMon to both authenticate with your email server and allowing your technicians to acknowledge alarms by email.

Many email servers require authentication in order to send outbound emails. If your email server does require authentication, then the TMon will need to log into the email server with a username and password at a given interval, telling the email server that the TMon is a valid user and thus allowed to send emails through the email server to a user.

Configuring this job also allows users to acknowledge alarms directly from their email notifications. For example, if a technician receives an email from the TMon stating an Open Door Alarm, instead of logging into TMon with through the Web Browser, Twindows, Taccess, etc. he will simply be able to click a link in the email to acknowledge the event. This will stop the TMon from notifying other technicians of the alarm.

a. To setup this job, press **N** for **Next** until you find the next halted Job.

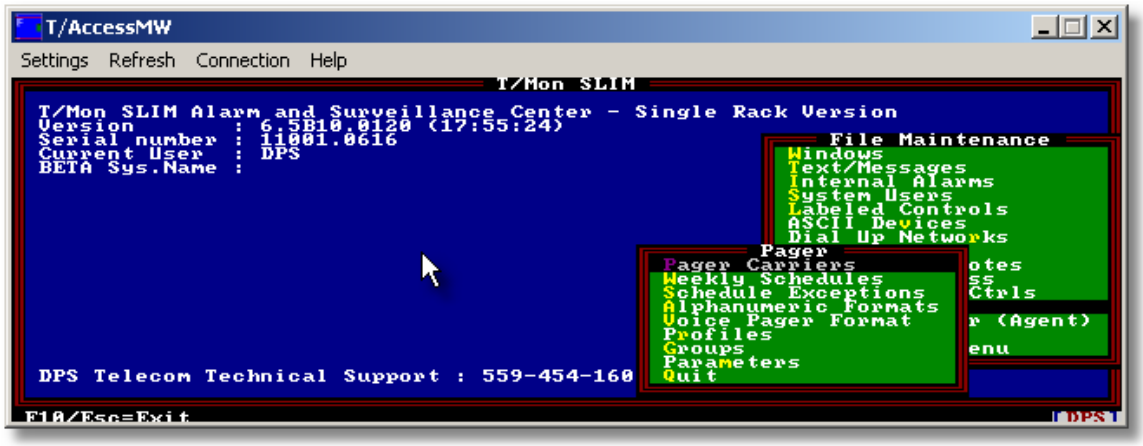



TMonLNX_IDE
VMware Remote Console
Devices
T/Mon LNX
COM Parameters
Job : 56 Incoming email (TELNET-RAW Port 110)
Port Usage : Mail (Incoming-POP3)
Description : Email Authentication (POP3)
Account Name : dps
Password : *****
Check Interval : 20
The usual TCP port for a POP3 Server is 110
and its type must be TELNET-RAW.
F)ind, E)dit, N)ext, >)Next Used, P)rev, <)Prev Used, Q)uit :
F1=Devices,F5=Toggle Suspend,F6=Data Conn,F9=Help,F10/Esc=Exit
To direct input to this virtual machine, press Ctrl+G.
vmware

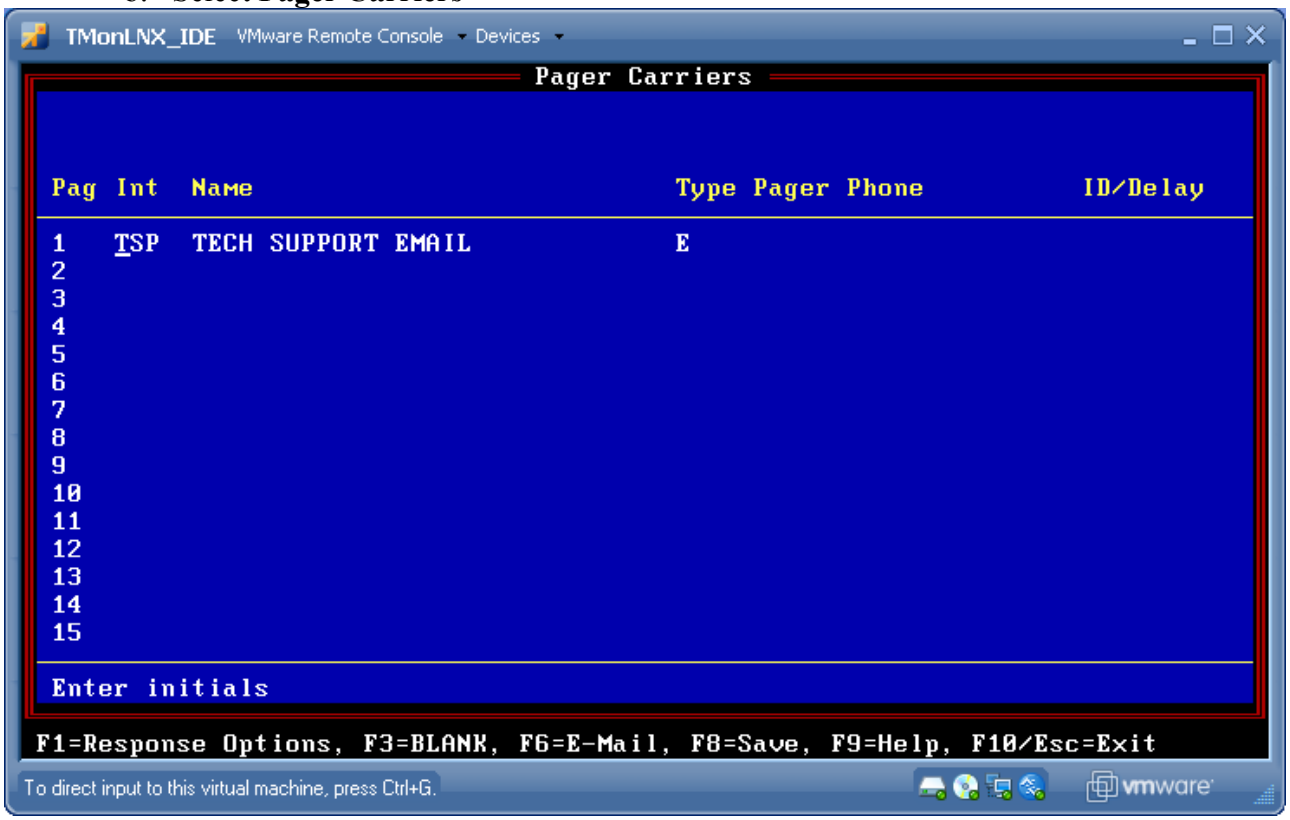
b. Press **E** to edit the Job.
c. Use Tab to select the **Job Type** selection box, and select **Mail (Incoming-POP3)**
d. Set a description for the Job. Again, this has no bearing on the Job itself. It is purely for your own informational purposes, so be as descriptive as possible.
e. Set the **Account Name** and **Password** for your email server. Verify this information with your IT department
f. Set the **Check Interval**. The Check Interval is the interval, in minutes, at which TMon will re-authenticate with the email server. Email servers require authentication at certain intervals or a connection to the email server will time-out. For example, if your email server requires authentication every 25 minutes, setting the check interval to any number of minutes less than 25 will guarantee that TMon will be able to send notifications through the email server at any given time. Verify the check interval with your IT department.

5. Now that you have established and associated our Job and Data Connection, you can **Create Accounts to Receive email Notifications**

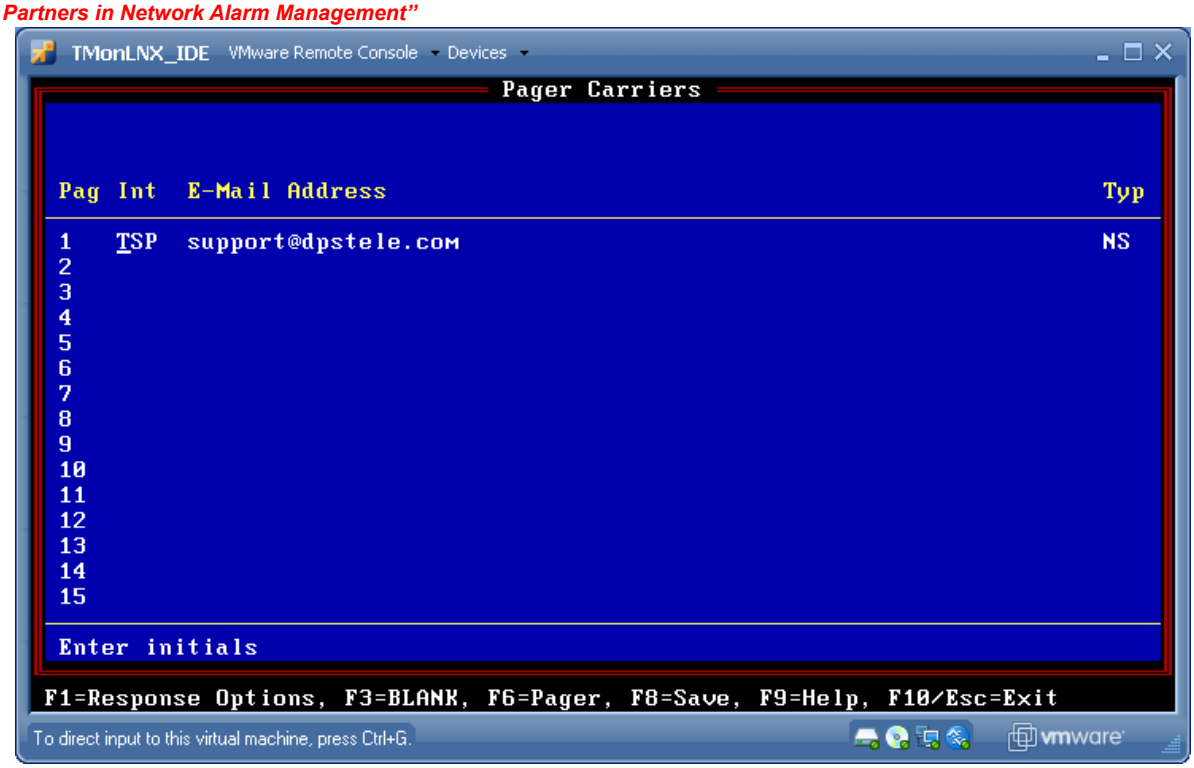
a. From the Master menu, select **Files>Pagers**.




b. Select **Pager Carriers**




c. Enter the Initials and Name of the person to receive notification. Under **Type**, enter **E** for email, press Enter, and the screen will pan to the right.

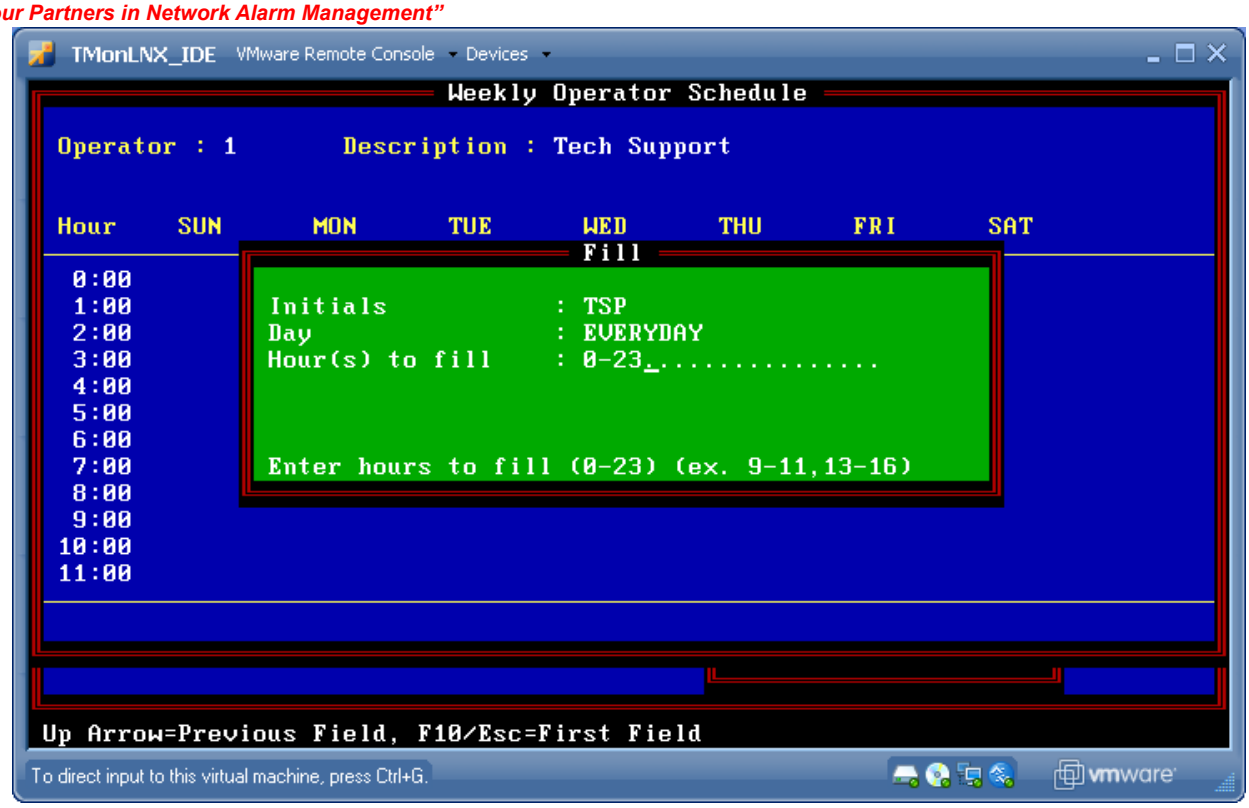



d. Add the email address of the person to receive email notification and select the type (Typ) of message you want sent. Typically, you will want to set **Typ** to NS. (A **N**ormal email contains links you can click to acknowledge the alarm. **S** means the email subject line, which allows for quick viewing of email information on the subject line without having to open the e-mail.)

**Note:** Repeat these steps for each technician to receive notifications from T/Mon.

6. Once you've set all of your notifications, you must **Configure Paging Schedules**. This tells the system who to notify depending on when an alarm occurs.

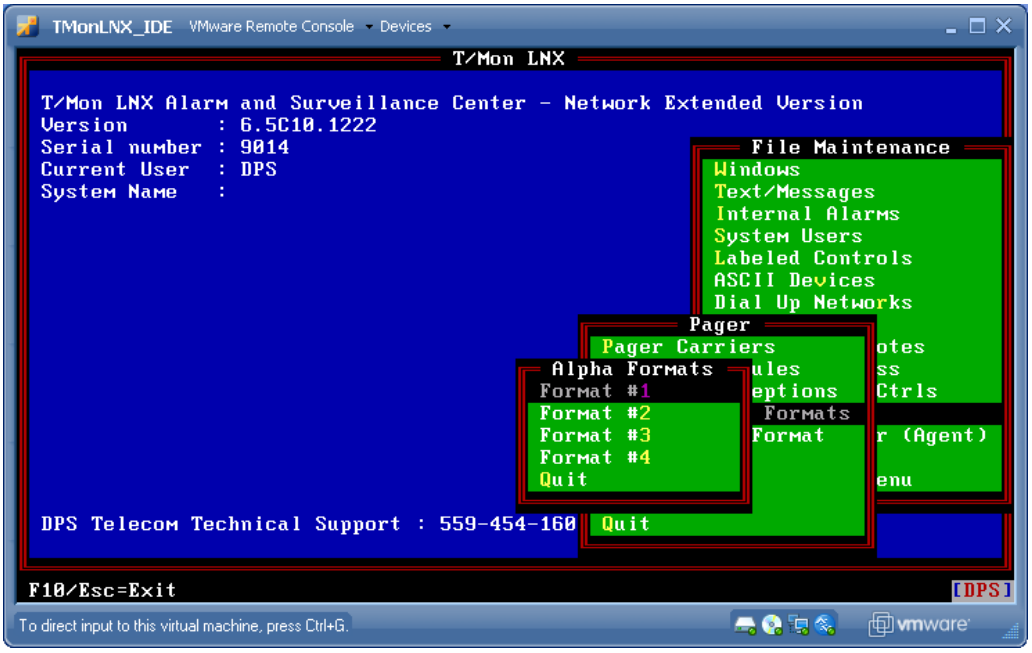
   a. From the **File Maintenance** menu, **Select Pager>Weekly Schedules**
   b. Enter the Initials of the person you're setting a schedule for in the correct fields for the days and times that person will be available.



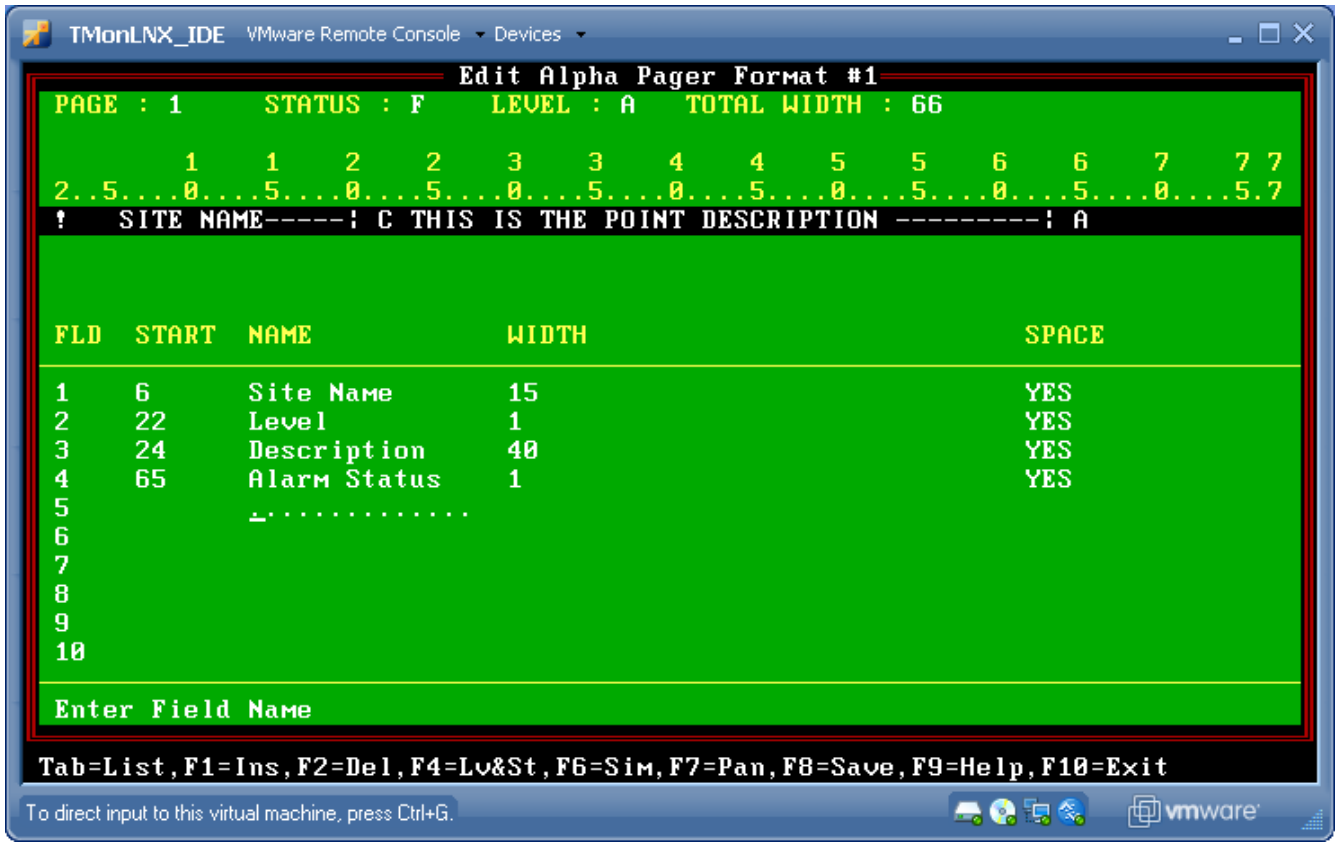

**Note**: Times are listed in military format (0:00-23:00)

You must complete this step for each person you wish to receive notification for alarms. If a person is not listed in the Weekly Operator Schedule, they will not receive notification for alarms. By default, new entries in Pager Carriers (step 5, above) are not part of the weekly schedule.

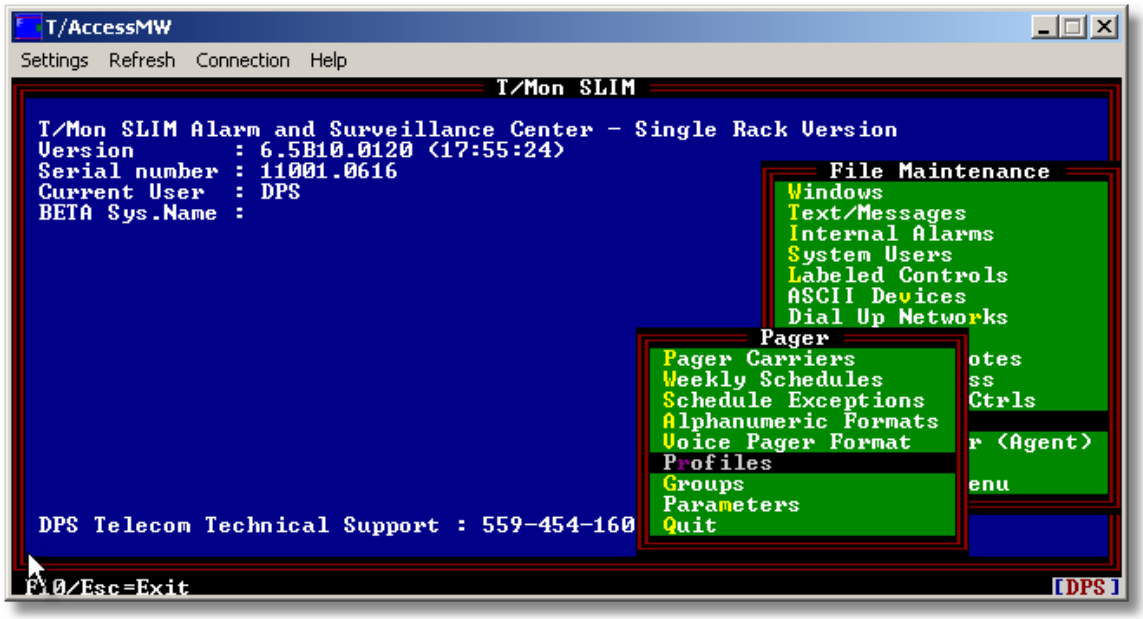
c. Now, from the menu, under **Pager**, select **Alarm Formats**. From here you may determine what information is contained in the email notifications.



In this example, we've included Site Name, Severity (Level), Alarm Point Description, and the Alarm/Clear Status.

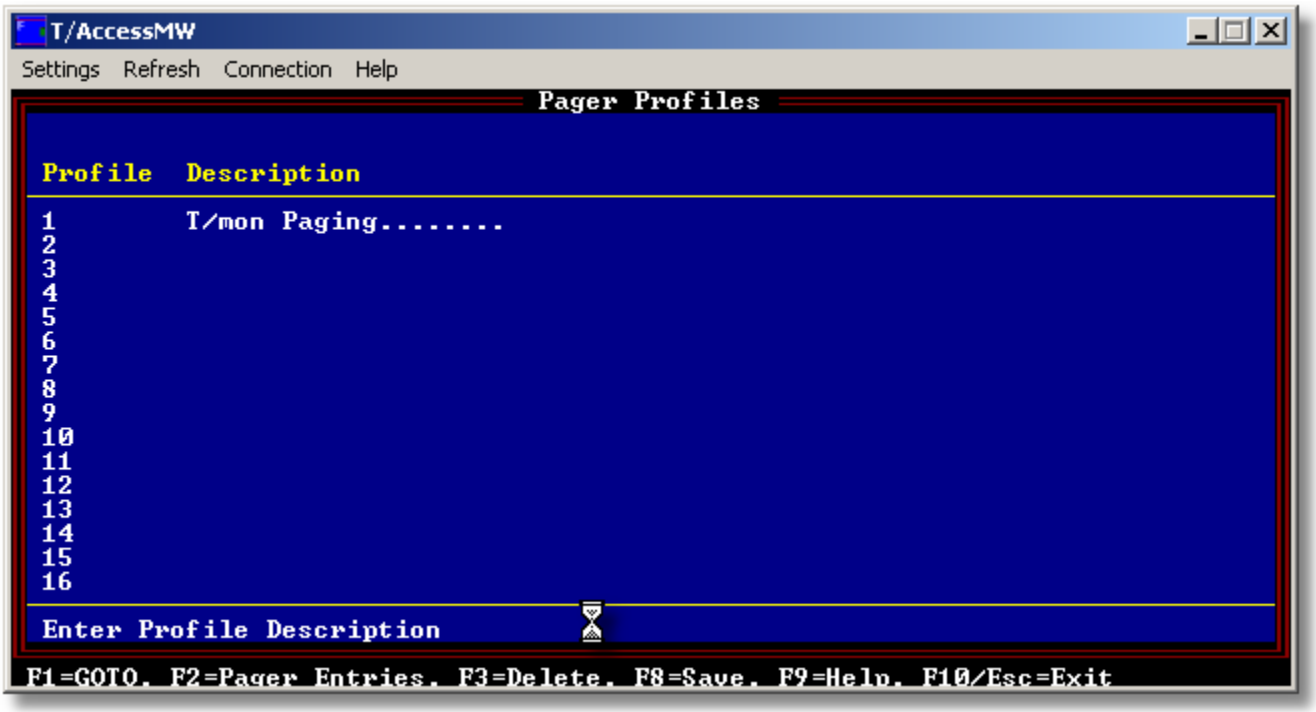

TMonLNX_IDE VMware Remote Console Devices
Edit Alpha Pager Format #1
PAGE : 1 STATUS : F LEVEL : A TOTAL WIDTH : 66
! SITE NAME-----¦ C THIS IS THE POINT DESCRIPTION ---------¦ A
FLD START NAME WIDTH SPACE
1 6 Site Name 15 YES
2 22 Level 1 YES
3 24 Description 40 YES
4 65 Alarm Status 1 YES
5
6
7
8
9
10
Enter Field Name
Tab=List,F1=Ins,F2=Del,F4=Lv&St,F6=Sim,F7=Pan,F8=Save,F9=Help,F10=Exit
To direct input to this virtual machine, press Ctrl+G.
vmware

7. Once you've set the pager notification schedule, you must **Assign Schedules to a Profile**. This determines when a technician will receive notifications and the specifics contained in the notifications.
    a. Select **Profiles** from the Master menu



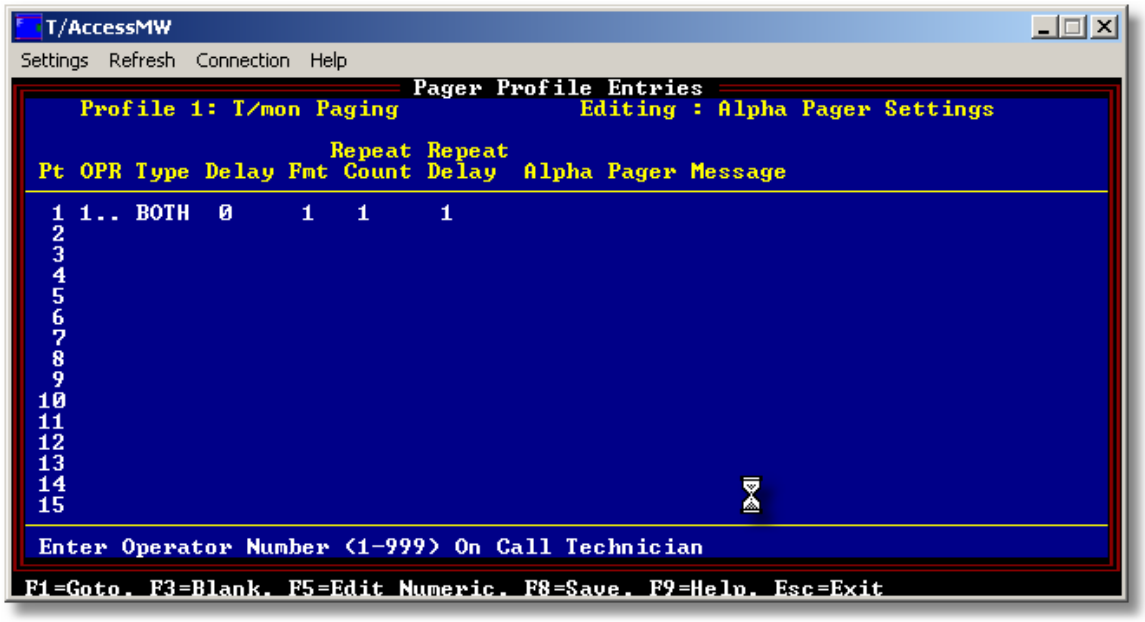

b. Enter a description for the Pager Profile. (This is not a parameter, but for the benefit of the T/Mon User. You may enter any description information that will help T/Mon users identify this pager profile.)

**Note:** Keep in mind that a profile can contain up to 30 different operators. If you have a regional network, with operators for each region needing notification only for alarms relevant to their region, you will create a separate profile for each region.

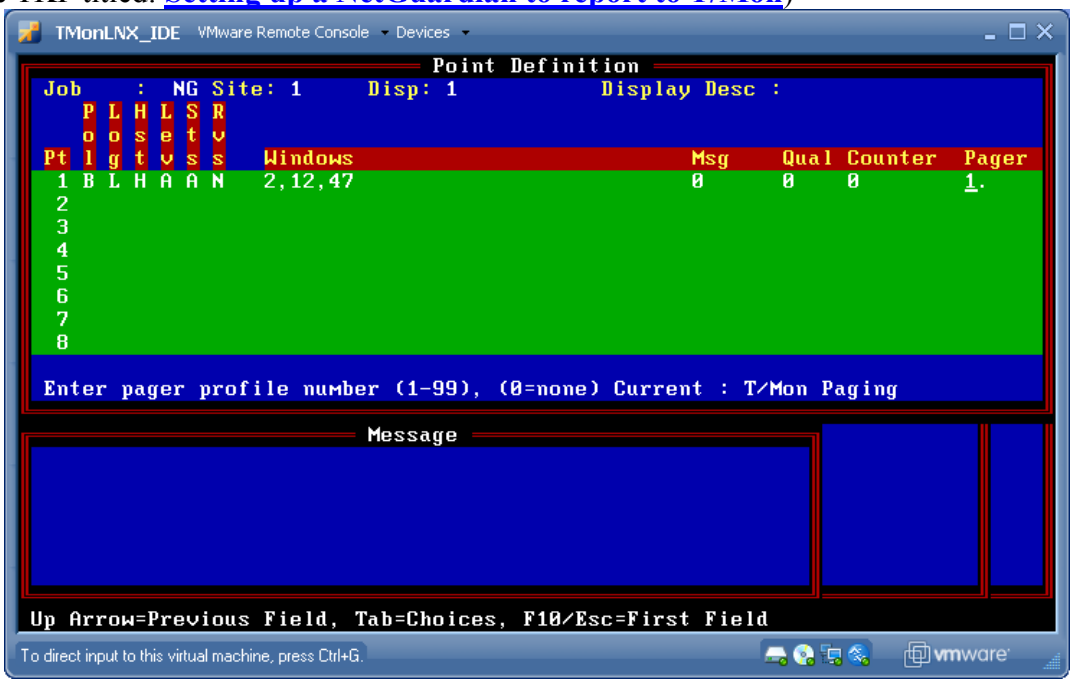



c. When configuring the Pager Profile
   i. **OPR** is the Operator number of the On Call Technician. (For more information on Operators, see section 6 of this document)
   ii. **Type** denotes whether the tech will receive alarms, clears, or both

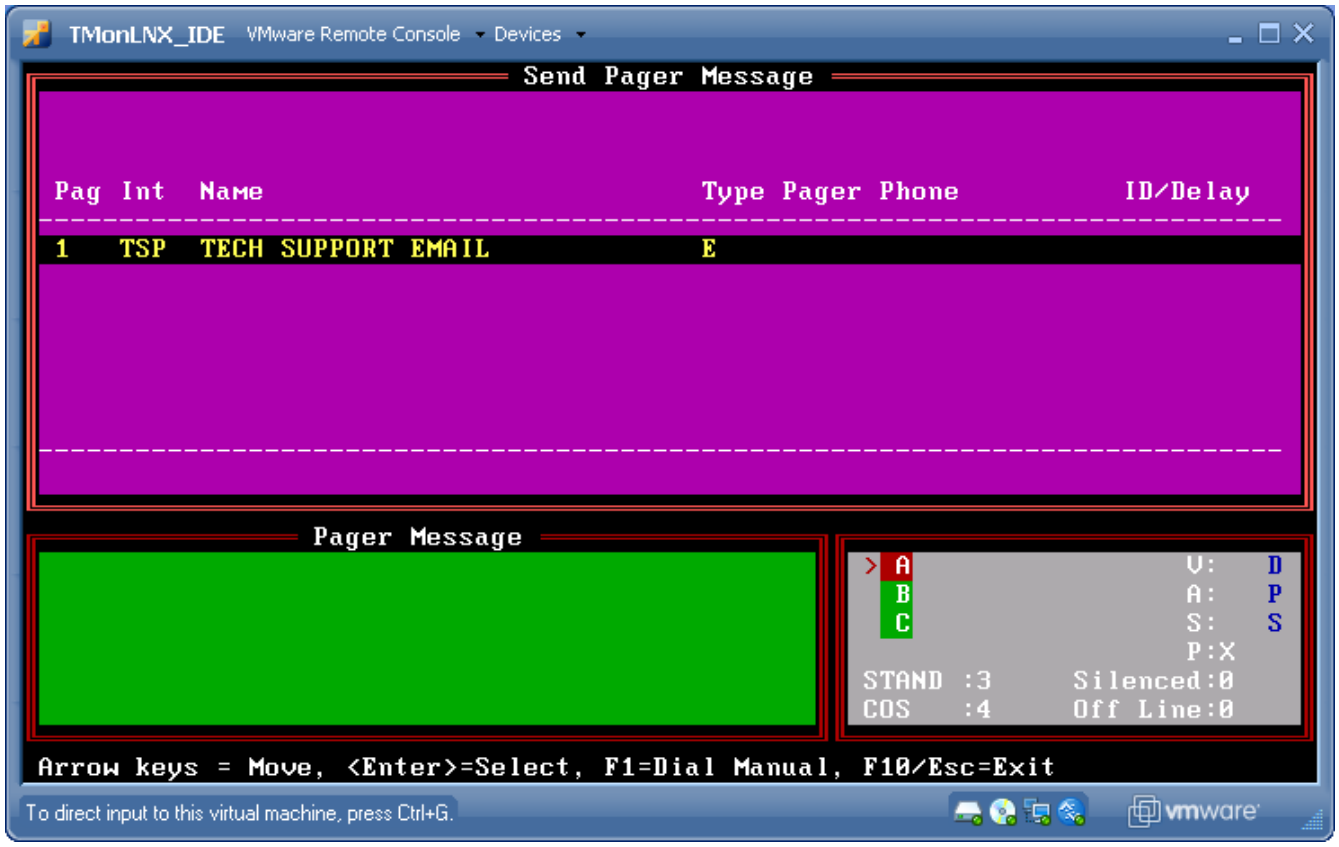
iii. **Delay** indicates the delay, in minutes, between when an alarm occurs and when a message is sent to a Technician.
iv. **Format** indicates the content that will be shown in the email.
v. The **Repeat Count** is the number of times the message will be sent.
vi. The **Repeat Delay** indicates the time, in minutes, between the initial message and the repeat message.

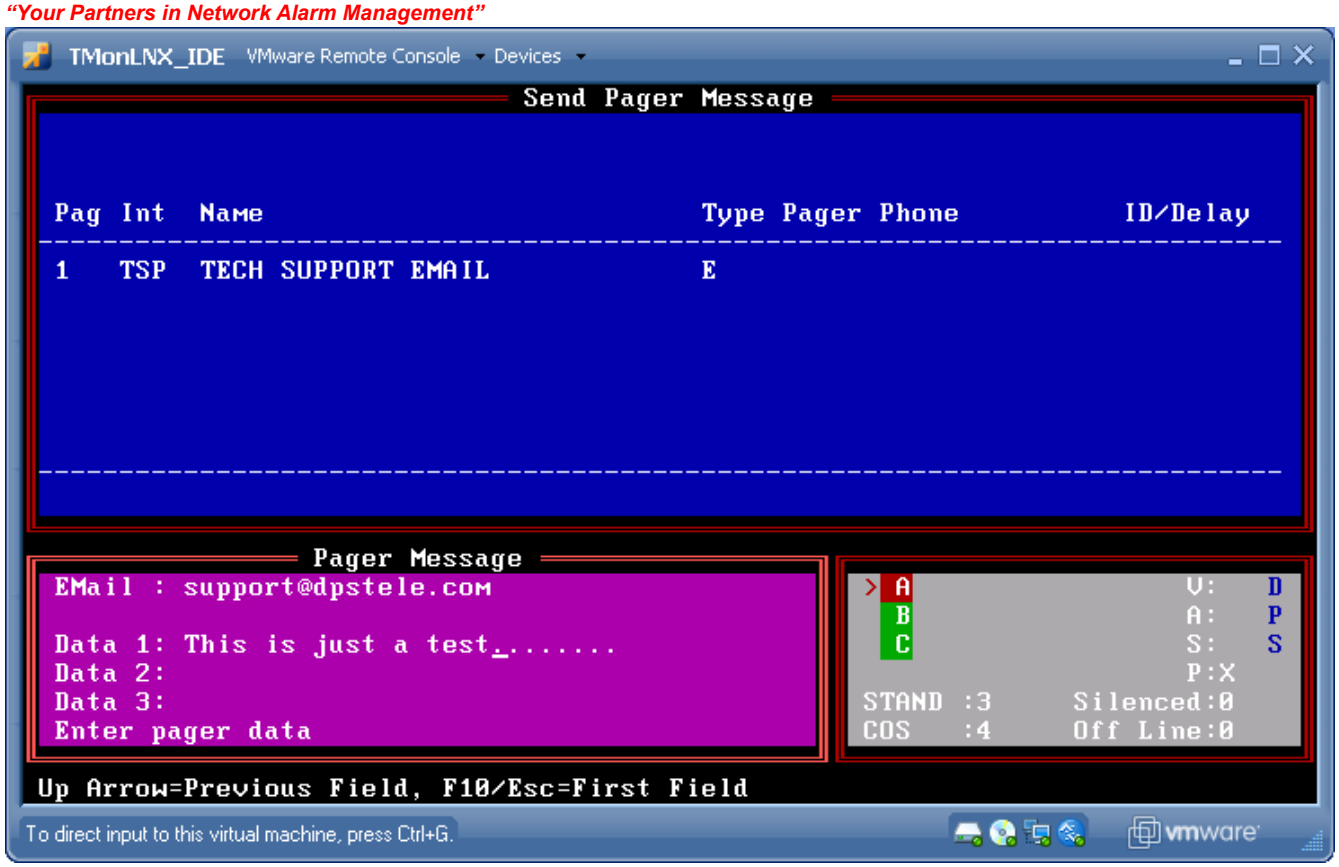

T/AccessMW
Settings Refresh Connection Help
Pager Profile Entries
Profile 1: T/mon Paging
Editing : Alpha Pager Settings
Pt OPR Type Delay Fmt Repeat Count Repeat Delay Alpha Pager Message
1 1.. BOTH 0 1 1 1
Enter Operator Number (1-999) On Call Technician
F1=Goto. F3=Blank. F5=Edit Numeric. F8=Save. F9=Help. Esc=Exit

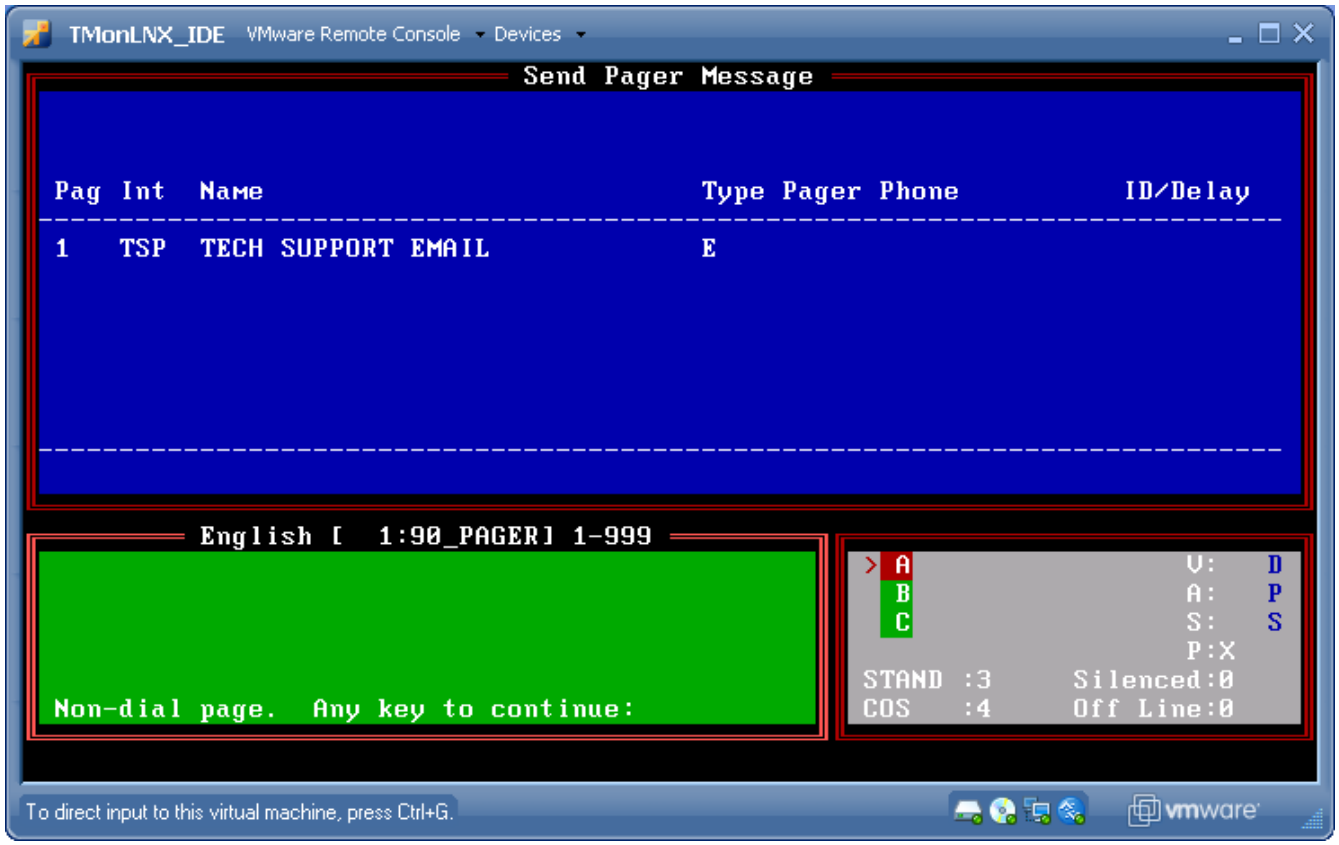
8. Now we're ready to **Assign the Paging Profile to Alarm Points** that will need to send out notifications. In the example below, we will assign the profile to a NetGuardian alarm point (If you're unsure how to do this, refer to the Point Definition section of the TMon user manual, or the TKP titled: **Setting up a NetGuardian to report to T/Mon**)


TMonLNX_IDE VMware Remote Console Devices
Point Definition
Job : NG Site: 1 Disp: 1 Display Desc :
Pt Windows Msg Qual Counter Pager
1 B L H A A N 2,12,47 0 0 0 1.
Enter pager profile number (1-99), (0=none) Current : T/Mon Paging
Message
Up Arrow=Previous Field, Tab=Choices, F10/Esc=First Field
To direct input to this virtual machine, press Ctrl+G.
vmware

9. Now it's time to **Send a Test Email with Debug** to make sure your notifications work properly.
    a. Initialize and go to monitor mode.
    b. Press **Shift + F3** to take you to the Pager Status screen.
    c. Press **F4** to send a test email, then select the recipient with **Enter.**
    d. Type a message to be sent in the email, and then press **Enter** until you see a green screen.



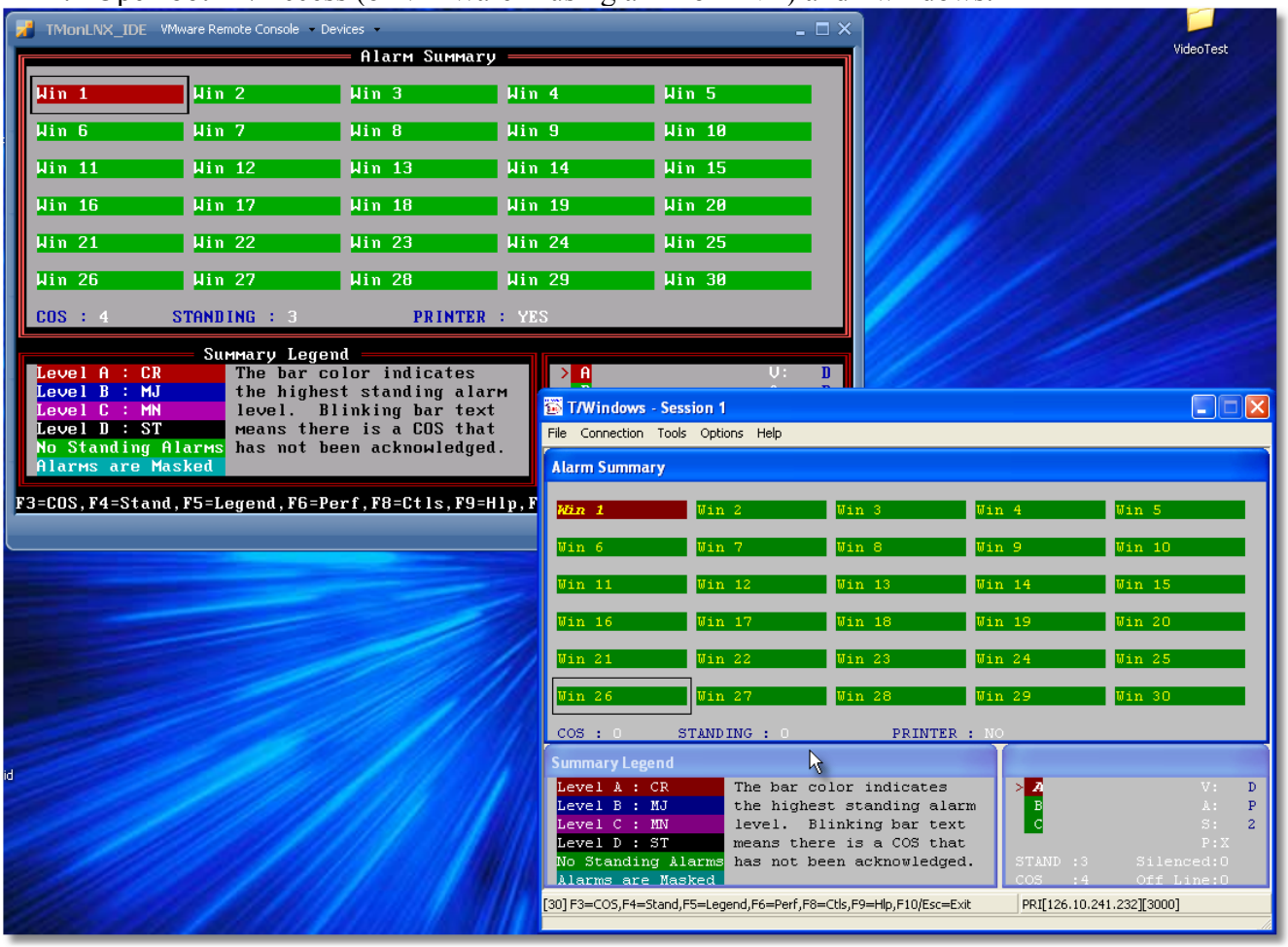


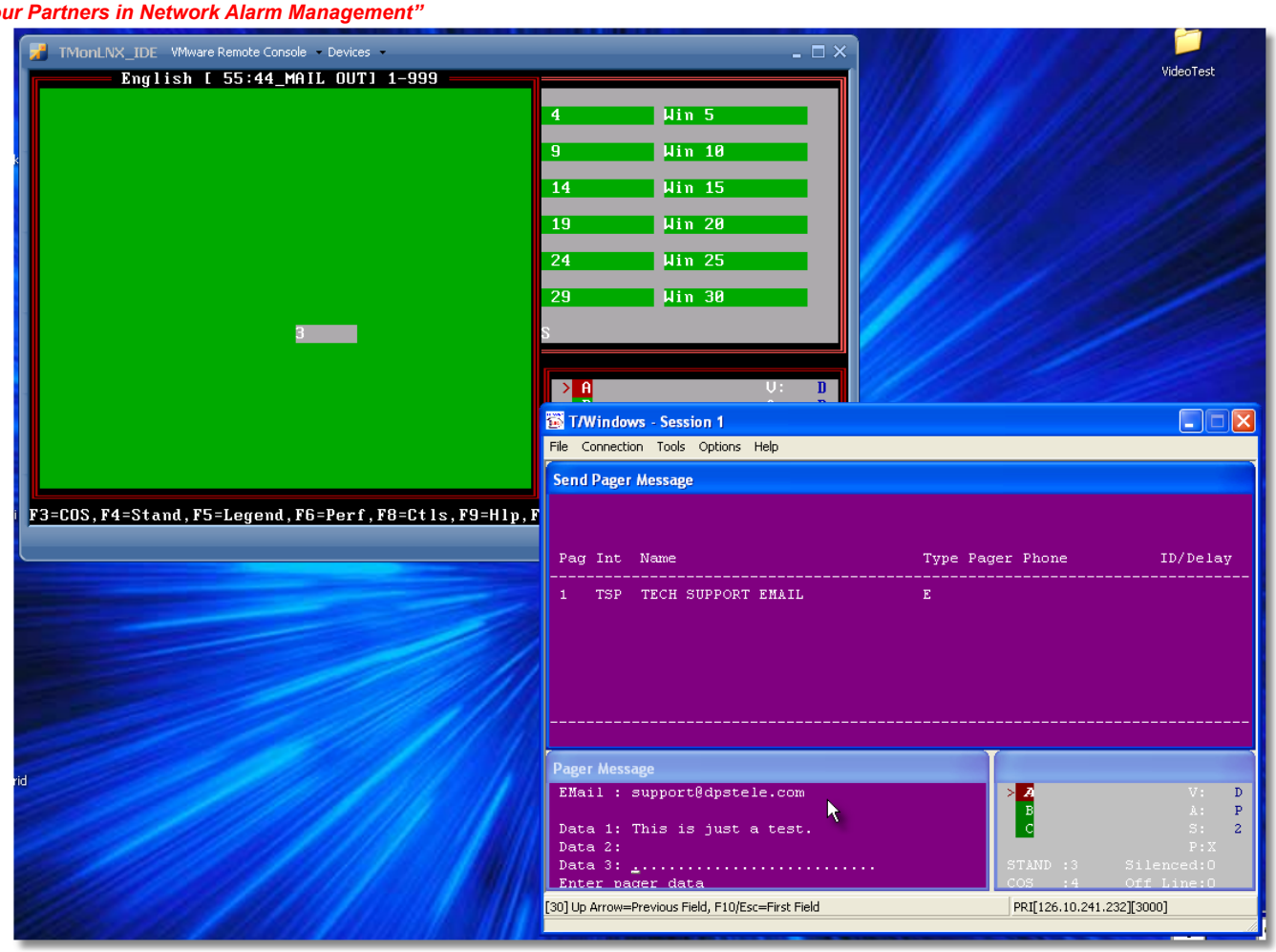

e. Now check your email inbox to verify you received the message.

**If you didn't receive the message**:

1. Open both T/Access (or VMWare if using a TMonLNX) and Twindows.




2. In your T/Access session, press Alt+F5, and press the minus button until you see the Outgoing mail job you configured.
3. Press the Spacebar, then hit **B**, increasing the size of the English Analyzer. Leave this in the background and switch to your Twindows session and send out a test e-mail as illustrated in Step 10 of the troubleshooting guide above.




4. Upon sending the email, you will see some information scroll across the T/Access session. This information should help you or your IT department determine where the email is being stopped.

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**If you continue having trouble, please contact DPS Telecom tech support at (559) 454-1600 or support@dpstele.com.**

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